

# CUSTOMER NOTICE

## SERVICE OUTAGE - YUMICARDS

Dear Valued Members & Customers,

From **10pm on Friday, 31 May, 2024 until midnight on Sunday, 2 June, 2024**, all our Yumi Cards will temporarily not work. This is to allow us to completely migrate the Yumi Card accounts to our new core banking system. This is a temporary downtime.

Please ensure you withdraw sufficient cash from your Yumi Account for the following days - Friday 31 May - Sunday 2 June, as TISA prepares to migrate.

We will notify you once our Yumi Cards are working again.

We understand this may cause inconvenience, and we sincerely apologise for this disruption.

Thank you for your understanding and continued support as we make these important improvements. We are excited to bring you enhanced services to our Yumi Cards soon.

For more information, please contact our Contact Centre:

- ☎ 300 2200 | 7998 7200 | 1668
- ✉ [Contact.Center@tisa.com.pg](mailto:Contact.Center@tisa.com.pg) | [enquiries@tcf.com.pg](mailto:enquiries@tcf.com.pg)
- 📞 7000 6000

**TISA Management**

